



VERNON COLLEGE
MEDICAL ASSISTING
PROGRAM HANDBOOK
FALL 2018

Disclaimer

This handbook is intended to provide guidelines and procedures for the Medical Assisting Program and does not create a contract between the student and Vernon College, nor confer any contractual right upon the student. Vernon College reserves the right to make changes to this handbook at any time without prior notice.

Vernon College Mission Statement

The mission of Vernon College is teaching, learning, and leading. Vernon College is a comprehensive community college that integrates education with opportunity through our instructional programs and student support services by means of traditional and distance learning modes. Therefore, to fulfill its mission, the College will provide access, within its available resources, to Career technical/workforce programs up to two years in length leading to associate degrees or certificates;

- Career technical/workforce programs up to two years in length, leading to associate degrees or certificates;
- Career technical/workforce programs leading directly to employment in semi-skilled and skilled occupations;
- Freshman and sophomore courses in arts and sciences, including the new core and field of study curricula leading to associate and baccalaureate degrees;
- Ongoing adult education programs for occupational upgrading or personal enrichment;
- Compensatory education programs designed to fulfill the commitment of an admissions policy allowing the enrollment of disadvantaged students;
- A continuing program of counseling and guidance designed to assist students in achieving their individual educational goals;
- Career technical/workforce development programs designed to meet local and statewide needs;
- Support services for educational programs and college-related activities;
- Adult literacy and other basic skills programs for adults; and
- Such other programs as may be prescribed by the Texas Higher Education Coordinating Board or local governing boards in the best interest of postsecondary education in Texas.

Approved by College Effectiveness Committee September 12, 2014

Officially approved and adopted by the Board of Trustees on October 15, 2014

Mission as adapted from the Texas Higher Education Coordinating Board Strategic Plan for Texas Public Community Colleges 2011-2015, according to the Texas Education Code, Sec. 130.003(e)

Vernon College Vision Statement

Vernon College will promote a culture of success for our students and communities through learner-centered quality instructional programs and exemplary services.

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Welcome

Congratulations on your thoughtful decision to advance your personal and professional development by attending the Vernon College Medical Assisting Program. We commend you for being selected for admission to the program, and we are delighted to welcome you. The Medical Assisting program was founded in 2014. This program is designed to provide you the tools to be successful in the Medical Assisting field in less than one year. Due to the nature of this program's length, you will find yourself in a very rigorous and challenging environment. However, many of our students are successful and pass our three part certification testing portion. Upon completion of this program, you will sit for the Certified Clinical Medical Assisting test (CCMA), Certified Phlebotomy Technician test (CPT), and the Certified Electrocardiogram Technician test (CET) through the National Healthcareer Association (NHA). This national testing site will enable you to take your certifications anywhere you may be located. NHA also provides you the opportunity to keep up with your future continuing education credits needed for sustaining your certification. Vernon College will provide you the best experience we can both in the classroom and with your clinical experiences as you prepare for the ever changing world of healthcare.

We are very proud of the CCMA instructors that have worked hard to make this program successful. We have a very diverse, educated and experienced group of instructors who are committed to helping you develop the knowledge and skills necessary to enter the workforce immediately. Over the course of the year, you will have many questions. It is important to get these questions answered by a credible and reliable source. Rumors, second-hand information and word of mouth may cause undue anxiety. If you have a question, do not be afraid to speak to your instructor. Should you need further assistance after speaking with your instructor, we would expect you to make an appointment with the Coordinator of Allied Health. Any continuing issues can be directed to the Director of Continuing Education, once all prior communication has taken place. We want our students to have a quality educational experience. Communication is key, and we hope you will utilize it when necessary.

The information in this handbook is specific to the Continuing Education Medical Assisting policies and procedures.

Vernon College Administration & Staff:

Dr. Dusty Johnston, President
Mrs. Lisa Crandall, Vice President of Instructional Services
Shana Drury, Associate Dean of Instructional Services
Christina Feldman, Director of Continuing Education
Justin Sanders LVN, Coordinator Allied Health Services
Connie Monteith, Secretary Continuing Education
Reisa Johnston, Instructor
Corrina Burros, Instructor
Ruth Rascon, Instructor

In closing, we welcome you to the Medical Assisting program at Vernon College. If we can be of assistance to you while you are in the program, please stop by our office and visit with us. Our door is always open to students, especially if you have exhausted all communication efforts. We want to wish the best of luck to each of you in your endeavors this year. We are confident you will share our optimism for the future of healthcare and the impact that you will have on the health of individuals and societies.

Best wishes for a successful education experience at Vernon College,

Christina Feldman
Director of Continuing Education

Justin Sanders, LVN
Continuing Education Coordinator Allied Health

Medical Assisting Philosophy and Program Purpose

The Medical Assisting program at Vernon College is a specialized program and is in alliance with the mission and purpose of Vernon College. The program reflects the role and mission of the college by responding to the needs and aspirations of the community it serves. By its commitment to accessibility, comprehensiveness, flexibility, quality, and accountability, the Medical Assisting program strives to offer a comprehensive but diverse curriculum for medical assisting which meets the needs of individuals and agencies in our college service area. It is the purpose of the Medical Assisting program to promote excellence in healthcare education and provide assistance in supplying north central Texas with qualified, certified medical assistants who pass the national exam in three areas: Certified Medical Assisting, Certified Phlebotomy Technician, and Certified Electrocardiogram Technician.

The Medical Assistant

The medical assistant job description is varied and broad. Medical Assistants perform many job duties to keep the offices of doctors, medical centers, and clinics running smoothly. Depending on their employer's needs, they may perform clerical, administrative, or clinical job duties, or all three. The job description of a medical assistant also varies by office type, location, and the size of the practice.

Program Goals and Outcomes

1. Utilizes basic medical terminology regarding the human body in relation to functions and systems as well as medical office environments.
2. Demonstrates proficiency in medical office operations and procedures.
3. Demonstrates efficiency in human relation skills; not limited to customer service, team work, employee relationships, diverse work environments/relationships, and all other professional relationships regarding the medical environment.
4. Recognizes and practices professional conduct, ethics, and patient confidentiality.
5. Applies theory, concepts and skills during clinical experience following all rules and regulations from Vernon College, the clinical site and state regulations.
6. Demonstrates knowledge of the cardiovascular system.
7. Demonstrate EKG procedures successfully.
8. Demonstrate proper technique to perform venipuncture and capillary puncture.

Program Requirements

- Must be 18 years of age with a GED or high school diploma
- Must be computer literate and communicate effectively in verbal and written form
- Must be able to stand for prolonged periods of time and maneuver in limited spaces
- Must have current CPR certification for healthcare providers
- **No criminal convictions or probation – criminal background check will be done**
- Must have current vaccinations (MMR, TD, Varicella, Hepatitis B, TB reading in last 6 mo.)
- Must take reading, writing and math portions of Accuplacer
- Must sign all forms regarding confidentiality and general releases

Admission Procedures

Applications are available at the Vernon College Continuing Education office or online at www.vernoncollege.edu/fast-track. Students must complete application packets and turn in all materials associated with the application. The deadline for admission will be stated in the packet each year. An interview process will follow for all qualified applicants. **Incomplete packets may result in application dismissal.** Each year the program will accept 16 students.

Program Costs

Medical Terminology	\$340.00	Book cost approximately \$146.00
Basic Medical Assisting	\$450.00	TBA
A&P for Medical Assistants	\$650.00	N/A
Advanced Medical Assisting	\$675.00	Optional Book approximately \$33.00
Pharmacology for Health Professions	\$300.00	TBA
Electrocardiography for Healthcare	\$420.00	Book cost approximately \$99.00
Phlebotomy Certification I	\$290.00	Book cost approximately \$160.00
Clinical-Medical Assisting	\$792.00	N/A

Additional Costs include: uniform cost approximately \$40.00

Total approximate cost of program is \$4350.00

Financial Aid

Financial Aid through FAFSA is not accepted for Continuing Education programs. Funding may be available through Workforce Solutions. Students may call Workforce Solutions at 940-322-1801 ext. 201 to make an appointment for orientation. Should a student be denied funding through Workforce Solutions, an application for a Continuing Education Scholarship may be obtained at the Continuing Education office. Scholarship applications and all required documentation must be turned in prior to registration of all courses.

Criminal Background Check

Students with a previous criminal conviction or probation will not be permitted to participate in the Medical Assisting program. However, if you have a questions about your background and potential for licensure, students have the right to request a criminal history evaluation letter from the applicable licensing agency. Medical Assisting students may request this through National Healthcareer Association at info@nhanow.com or call 1-800-499-9020.

Community Healthcare requires each student to complete a criminal background check and drug screening separate of Vernon College admission requirements. This cost is incorporated into the tuition of the medical assisting program. Failure to complete this process will prevent you from utilizing this clinical site.

Medical Assisting Certificates/National Examinations

Upon successful completion of the Vernon College Continuing Education Medical Assisting Program, you will be able to sit for three different certification tests through the National Healthcareer Association. The medical assisting program consists of 490 CE hours and lasts approximately 10 months.

Certification provides proof to employers, peers, other health care professionals, and the public that the certified individual has met the national standards of knowledge and skill that underlies medical assisting. The following certifications may be acquired at completion: Certified Clinical Medical Assisting test (CCMA), Certified Phlebotomy Technician test (CPT), and the Certified Electrocardiogram Technician test (CET).

Should you fail your first attempt in any of these certification tests, you will be given a specific date for a retake test. Rescheduling for second attempts cannot take place until thirty days after the initial testing date. You must be prepared to log on and register with full payment of your second attempt through NHA. All testing will take place at the Century City Center.

Curriculum

MDCA	1009	Anatomy and Physiology for Medical Assistants	98
MDCA	1000	Basic Medical Assistant.....	30
MDCA	2031	Advanced Medical Assistant	64
HITT	1005	Medical Terminology I.....	48
HPRS	2000	Pharmacology for Health Professionals.....	54
ECRD	1011	Electrocardiography.....	36
PLAB	1023	Phlebotomy	48
MDCA	1064	Practicum-Medical/Clinical Assistant	112
TOTAL HOURS			490

COURSE TITLE: MDCA 1009 Anatomy and Physiology

COURSE DESCRIPTION: Emphasis on structure and function of human cells, tissues, organs, and systems with overview of common pathophysiology.

COURSE CONTENT:

1. Organization of the Body
2. The Integumentary System
3. The Skeletal System
4. The Muscular System
5. The Cardiovascular System
6. The Blood
7. The Lymphatic and Immune System
8. The Respiratory System
9. The Nervous System
10. The Urinary System
11. The Reproductive System
12. The Digestive System
13. The Endocrine System

STUDENT LEARNING OUTCOMES:

1. Identify and correlate cells, tissues organs, and systems of the human body.
2. Differentiate normal from abnormal structure and function.
3. Differentiate all body systems.
4. Differentiate organs and relevant pathophysiology.

COURSE TITLE: HITT 1005 Medical Terminology

COURSE DESCRIPTION: Study of medical terms through word origin and structure. Introduction to the abbreviations and symbols, surgical and diagnostic procedures, and medical specialties.

COURSE CONTENT:

1. Evolution of health care and its language
2. Medical records functions
3. Medical terminology elements: root words, combining forms, prefixes, suffixes
4. Descriptive terms, plural forms of medical terms
5. Correct spelling and pronunciation of medical terms
6. Appropriate use of medical terminology in relation to specific body systems and anatomy
7. Abbreviations commonly used in medical terminology
8. Use of medical dictionary and other medical reference books

STUDENT LEARNING OUTCOMES:

1. Identify, pronounce, and spell medical terms and use terms in context.
2. Utilize prefixes, suffixes, root words, and plurals to construct medical terms.

3. Analyze medical terms, translate abbreviations and interpret symbols.
4. To utilize medical references as resource tools.
5. Master the fundamentals of work analysis, including the separation of terms into word roots or combining forms, common prefixes, and suffixes.
6. Knowledge of pronunciation and spelling of plural and adjective forms of medical terms.
7. Understand how to decipher unfamiliar medical terms.
8. Understand relationships among illness, diagnostic, and procedural terms.
9. Develop a proficiency in the use of physiological and anatomical terms as reflected in medical documents.
10. Identify terms for laboratory, radiological, and pathological procedures.
11. Understand the relationship between medical terms and their synonyms in lay usage.

COURSE TITLE: MDCA 1000 Basic Medical Assisting

COURSE DESCRIPTION: This is an introduction to medical office operations, equipment, procedures, and human relations skills.

COURSE CONTENT:

1. Responsibilities of the Medical Assistant
2. Healthcare and Facilities
3. Professionalism in Medical Assisting
4. Elements of Patient Communication with an emphasis on types of communication
5. Legal and Ethical Issues
6. Basic Safety and Infection Control
7. Patient Reception, office equipment and supplies
8. Preparation, sanitation and disinfection of examination and treatment areas
9. Medical Records and Documentation (written and electronic)
10. Effective Telephone etiquette
11. Patient Education
12. Scheduling
13. Insurance and Billing
14. Basics of coding

STUDENT LEARNING OUTCOMES:

1. Recognize and perform duties of a medical assistant.
2. Practice professionalism in the medical assisting practice.
3. Utilize effective communication strategies with patients.
4. Differentiate between law and ethics and practice ethical behavior at all times in the field.
5. Identify OSHA's role in protecting healthcare workers.
6. Understand methods and practices of basic safety for infection control.
7. Understand efficiencies of both written and electronic documentation for patient records.
8. Practice effective telephone skills, scheduling skills and basic knowledge of coding.
9. Knowledge of insurance and billing procedures.

COURSE TITLE: MDCA 2031 Advanced Medical Assisting

COURSE DESCRIPTION: Advanced Medical Assisting entails students assessing concepts related to professional conduct, patient confidentiality, patient care, and maintenance of clinical and examination areas.

COURSE CONTENT:

1. Identify skills necessary to conduct a patient interview
2. Vital signs and Measurements
3. Assisting in general exams
4. Differentiate between specialty cases such as reproductive, pediatrics and geriatric cases
5. Collecting, processing and testing blood specimens

STUDENT LEARNING OUTCOMES:

1. Conduct patient interviews successfully.
2. Carry out blood pressure measurements.
3. Identify various methods of taking temperatures.
4. Identify and describe the role of a medical assistant in a general physical exam.

5. Application of techniques in assisting a general exam.
6. Knowledge of different specialty cases and application of role of an assistant in these specific areas.
7. Carry out procedures for collecting and processing blood samples.
8. Knowledge of ethical behaviors.

COURSE TITLE: ECRD 1011 Electrocardiography (EKG)

COURSE DESCRIPTION: Overview and hands on course to prepare students to perform and read EKG's as a medical assistant.

COURSE CONTENT:

1. Cardiovascular system
2. The electrocardiograph
3. Differentiate between readings of EKG (rhythm interpretation)
4. Rhythm Strip Interpretation and Sinus Rhythms
5. Describe differences between atrial, junctional, heart block and ventricular dysrhythmias
6. Pacemaker rhythms
7. Management of the Cardiac Patient
8. Standard and Isolation Precautions

STUDENT LEARNING OUTCOMES:

1. Knowledge of the cardiovascular system in detail.
2. Explain and identify functions of common ECG machines.
3. Demonstrate and perform an ECG (10 needed for clinical portion).
4. Maintenance for ECG machines.
5. Knowledge and process of evaluating ECG tracings and determination of the presence of dysrhythmias.
6. Describe the criteria used to classify dysrhythmias, including rhythm, rate, P wave morphology, PR interval measurement, and QRS duration measurement.
7. Demonstrate professional patient care for ECG patients.

COURSE TITLE: MDCA 1064 Clinic-Medical Assisting

COURSE DESCRIPTION: Students will apply the theory, concepts and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within the occupation and the business/industry. Students will work to gain 112 hours of clinical experience covering all aspects of the job.

COURSE CONTENT:

Each Student will complete the required assignments, exams and clinical hours to better prepare the individual for all three portions of the National Exam. Students will prepare for the CPT – Certified Phlebotomy Technician exam, CCMA – Certified Clinical Medical Assisting exam, and the CET – Certified Electrocardiography Technician exam.

STUDENT LEARNING OUTCOMES:

1. Demonstrate 112 hours of clinical observation and provide documentation of check off sheets for procedures successfully completed.
2. Demonstrate 25 successful venipuncture and 100 successful capillary sticks.
3. Demonstrate 10 successful EKG and readings.
4. Demonstrate legal and ethical behavior.
5. Demonstrate safety practices.
6. Apply interpersonal and teamwork skills.
7. Demonstrate appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

COURSE TITLE: PLAB 1023 Phlebotomy Certification I

COURSE DESCRIPTION: Students will be trained to perform a variety of blood collection methods using proper techniques and precautions. An emphasis is placed on infection prevention, patient identification, labeling of specimens and quality assurance. Students will learn theory and principles of CLIA waived laboratory tests and point of care testing.

COURSE CONTENT:

1. Medical Terminology specific to blood drawing
2. Infection control and safety
3. Basic understanding of anatomy and physiology of body systems
4. Communication and patient care
5. Legal and ethical implications
6. Equipment and additives

STUDENT LEARNING OUTCOMES:

1. Demonstrate knowledge of blood collection equipment, various types of additive used and special precautions.
2. Demonstrate proper technique to perform venipuncture and capillary puncture.
3. Demonstrate understanding of requisitioning, specimen transport, and specimen processing.
4. Demonstrate understanding of quality assurance.
5. Practice concepts of communication, patient interaction, professional behavior.
6. Knowledge of ethical and legal implications.
7. Practice safety and infection control skills and knowledge.

COURSE TITLE: HPRS 2000 Pharmacology for health professions

COURSE DESCRIPTION: Fundamentals of medications and their diagnostic, therapeutic, and curative effects.

COURSE CONTENT:

1. Vitamins, minerals and Herbs
2. Skin medications
3. Autonomic nervous system drugs
4. Antineoplastic drugs
5. Urinary system drugs
6. Gastrointestinal system drugs
7. Anti-infective drugs
8. Eye medications
9. Analgesics, sedatives, and hypnotics
10. Psychotropic medications, alcohol, and drug abuse
11. Musculoskeletal and anti-inflammatory drugs
12. Anticonvulsants, antiparkinsonian drugs, and agents for Alzheimer's Disease
13. Endocrine system drugs
14. Reproductive system drugs
15. Cardiovascular drugs
16. Respiratory system drugs and antihistamines
17. Drugs and older adults

STUDENT LEARNING OUTCOMES:

1. Understand the essentials of pharmacology for health professions.
2. Demonstrate knowledge of the categories, interactions, and side effects of drugs.
3. Demonstrate knowledge of patient teaching for each medication.
4. Understand and explain how each medication affects the major body systems.

Failure of Courses in the Medical Assisting Program

Students who fail one course will be dismissed from the Medical Assisting Program but may apply for re-admission the following year. Approval for re-admission will be considered on a case by case basis.

Academic Integrity Policy

(will follow the Vernon College student handbook policy)

Rights and Responsibilities of Faculty. All members of the college community have a responsibility to ensure academic integrity, and members of the instructional faculty are especially instrumental as academic integrity is based in the classroom whether real or virtual.

Members of the faculty have primary responsibility for:

1. communicating standards of academic honesty and scholastic expectations,
2. managing activities, assignments, and assessments so as to minimize opportunities for dishonesty,
3. approaching students who are suspected of misconduct and meeting with them privately in a civil and respectful manner,
4. establishing and following prescribed procedures for academic dishonesty,
5. protecting the identity of a student who reports an incident of academic misconduct.

Student Responsibilities. Students have a responsibility to behave in accordance with ethical standards that will build and sustain the trust of the faculty, the administration, and their peers and to follow the Honor Code of Conduct of Vernon College: By virtue of being a student of Vernon College, I pledge to behave ethically by

1. following the standards of academic honesty and scholastic expectations,
2. refraining from giving or receiving any unauthorized aid or engaging in collusion,
3. refusing to take the work of others and submit it as my own,
4. notifying the appropriate instructor and/or those in immediate authority of any incidents of suspected academic misconduct.

Specific Violations of Academic Integrity. Violations of academic integrity are serious academic violations and will not be tolerated. Violations of academic integrity and forms of scholastic dishonesty include but are not limited to the following:

Plagiarism, collusion, cheating and other acts designed to give an unfair academic advantage to the student.

“Plagiarism” includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means someone else’s work and then submitting that work for credit as if it were one’s own. It also includes the failure to properly document sources used in research.

“Collusion” includes, but is not limited to, unauthorized collaboration with another person in the preparation of an academic assignment offered for credit.

“Cheating” includes, but is not limited to:

1. copying from another student’s work, e.g., test paper or assignment, or allowing another student to copy from one’s own without authority;
2. possessing any materials during a test that are not authorized by the instructor, such as class notes, specifically designed “crib notes,” calculators, electronic devices, etc.;
3. using, buying, stealing, transporting, or soliciting in whole or in part the contents of an unadministered test, test key, homework solution, or computer programs;
4. collaborating with or seeking aid from another student during a test or other assignment without authority;
5. discussing the contents of an examination with another student who will take the examination;
6. divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructor has designated that the examination is not to be removed from the examination room or kept by the student.
7. substituting for another person or permitting another person to substitute for oneself to take the course, to take a test, or to complete any course-related assignment;
8. registering for and taking a class for which the student does not have the formally required prerequisite classes or a written waiver from a Division Chair or Instructional Dean;
9. falsifying academic records, including, but not limited to, altering or assisting in the altering of any official record of the College.

Sanctions Related to Violations of Academic Integrity. The sanctions for academic dishonesty include but are not limited to:

1. a grade of zero on an exam or assignment
2. a “F” in a course
3. administrative withdrawal from a class with a possible recommendation of disciplinary sanctions.

Requirements for Completion

1. Satisfy all admission requirements.
2. Satisfactorily complete all requirements specified for the certificate or degree as outlined in an applicable VC catalog.
3. Earn a minimum 75% completion grade for all courses listed in the medical assisting program.
4. Successful completion of the clinical experience.
5. All completing students of the Medical Assisting Program may RSVP and attend the end of the year CE Celebration. Students do not have to pass the certification test to walk the stage and receive their pin. Students must complete the course work successfully in order to participate in CE Celebration.

Program Discipline Policy

The program strives to provide a safe and comfortable learning environment free of abuse and distractions. When students violate standards of conduct or act in a manner that disrupts the learning process, it is not fair to the students who do act appropriately. Students who do not comply with the policies of the program, college, and/or clinical facilities will face disciplinary action to encourage compliance. The Coordinator of Allied Health will initiate disciplinary measures to prevent the violations from becoming excessive or detrimental to the student's progress in the program. Individual counseling will occur with all violations and the student may be placed on program probation. All violations resulting in disciplinary action and/or dismissal will be documented in the student's permanent record. The student will be provided an opportunity to document their account of the violation(s) and this documentation will be retained in the student's record as well. The disciplinary measures implemented are at the discretion of the Coordinator of Allied Health and in accordance with written program policies described within this handbook. The student has access through the academic grievance policy for an appeals process for any disciplinary action the student feels is unwarranted or unfair. The academic grievance policy is outlined in the Vernon College Student Handbook.

Drug and Alcohol Use Policy

The Vernon College Medical Assisting Program complies with the college policy regarding the use and/or distribution of drugs, such as alcohol, narcotics, and hallucinatory agents. Students who are found to be selling, distributing, or using illegal drugs or who have an indiscriminate use of legal drugs (including alcohol) will be "...subject to disciplinary suspension and referral for prosecution" as stated in the college handbook. Medical Assisting students will also be referred to a counselor. The use of alcohol and/or drugs in the clinical area is forbidden and will not be tolerated. The student who is suspected of being under the influence of alcohol (including the smell of alcohol on the breath) and/or drugs while in the clinical area is subject to the policies and procedures which direct that particular health facility and may be asked to participate in laboratory (blood and/or urine) testing at his/her own expense. The student will not be allowed to remain in the clinical environment if he/she is suspected of being under the influence of alcohol or drugs. Failure to comply with this request may result in the student's immediate dismissal. Drug and/or alcohol testing may be required for entrance into the program. The student may be subject to random alcohol/drug testing while enrolled in the Medical Assisting Program. **Some clinical agencies may require drug-testing prior to clinical assignment.**

Voluntary Tutoring

Tutoring is available for students requiring assistance. Arrangements can be made with the course instructor or through the Vernon College Tutoring Center. The PASS Department (Proactive Assistance for Student Success) provides services, including tutoring, at no cost to the student online.

Confidentiality: HIPAA rules and regulations

All information gained in the Medical Assisting Program relating to patients, physicians or private hospital/clinic business is considered confidential information. Disclosure of any confidential information is cause for immediate dismissal from the Medical Assisting Program and Vernon College. Improper Disclosure of protected health

information (PHI) is a violation of federal law known as the (HIPAA) Health Information Portability and Accountability Act of 1996 and is ground for prosecution.

Student Confidentiality Acknowledgement

I understand that confidential care and treatment is the right of all patients in all clinical agencies utilized for my clinical experience as a Medical Assisting student at Vernon College. The diagnosis, treatment and all other information concerning patients is confidential and may not be released to anyone, including family members, without the consent of the patient. I understand that even the presence of a patient in a clinical facility is considered confidential. I understand that other information I may obtain as part of my student experiences is also confidential.

I understand that the concept of confidentiality includes but is not limited to information concerning:

1. A patient
2. A patient's family or significant other
3. An employee or job applicant
4. A physician or other practitioner
5. Peer review or quality of care with Vernon College.
6. The sensitive business plans or finances of a clinical facility
7. Computer passwords
8. Other students and instructors or any other persons who may make use of clinical facilities or services

I agree that, except as clearly directed by my instructor, I will not at any time during or after my student experiences, disclose or discuss confidential information or any part of my experience which is of a confidential nature to anyone who does not need that information to perform his/her duties. I also agree not to seek or obtain information regarding confidential matters not necessary to fulfill my responsibilities as a student. I recognize that my disclosure of confidential information may cause irreparable injury to an individual, Vernon College, and/or the clinical facility, and may result in a civil lawsuit. I understand that any violation of this agreement or my disclosure of any confidential information in an unauthorized manner can result in my immediate dismissal from the Medical Assisting Program. If in any situation I am uncertain or unclear of my responsibilities in protecting confidential information, I will seek the guidance of my instructor or appropriate supervising personnel.

Student Insurance

Health insurance policies for students are available. These policies are issued by private agencies authorized by the College. Insurance company information may be obtained during registration periods or in the Student Services office at the appropriate instructional location. Liability insurance is provided by Vernon College while students are enrolled in the Medical Assisting Program.

College Security

Vernon College strives to maintain a safe and secure atmosphere for members of the student body, faculty, staff, and the general public so they are not unreasonably concerned for their personal safety. The College, as with any other public or private entity, cannot guarantee a crime-free living or working environment. Accordingly, it is the responsibility of members of the college community to act in a security-conscious manner, and to avoid actions that jeopardize their security as well as the security of others.

Student Services provides information to students on crime prevention, a mass notification system, and safety awareness during orientation. This information as well as literature provided by the College, encourages the campus community to adopt safe behaviors.

All Vernon College locations may be subject to electronic surveillance. In case of emergency, a Vernon College Dean or campus site manager should be contacted as well as the campus switchboard operator.

Campus security policy and procedures are available via the Vernon College website at www.vernoncollege.edu or by contacting Student Services at (940) 552-6291 ext. 2203.

The Century City Center has installed security measures to provide a safe environment for the students and faculty. Video cameras are installed throughout the building at exits and in hallways, and the video feed is monitored during school hours. Faculty offices and classrooms are equipped with emergency alarms as well. Entrance and exits are automatically locked and unlocked according to school hours. These doors should not be propped open at any time to avoid possibly setting off the security alarm. In the case of an emergency these doors may be automatically locked by security preventing entry but permitting students to exit the building. Emergency exits are clearly marked

and students should not use these exits unless an actual emergency exists.

Vernon College Police

Vernon College employs a full time police officer. The officer has an office at Century City Center and is available for any safety or security issues which may arise. Private security agencies may be used to provide additional support to the Vernon College Police. Vernon College wants to provide the safest and most secure environment for your learning experience. It is highly recommended that students report any suspicious activity or persons to faculty or Vernon College Police. Any individual making threatening statements or demonstrating any type of stalking behavior should be reported immediately as well.

Guidance and Counseling

Vernon College provides academic counseling and guidance in the Student Services Department, and students are encouraged to utilize these services as needed. Students are encouraged to seek counseling for any issues affecting their educational goals. The Coordinator of Allied Health will refer students to Student Services for assistance in finding services needed to help the student overcome any issues affecting their academic progress. The Coordinator of Allied Health may refer any student to counseling within the Vernon College system if deemed necessary.

STANDARDS OF PROGRESS

Grading System & Classroom Grading System

While work is graded using a numerical system, grade reports are recorded using the standard alphabetical system. In order to achieve acceptable competency levels, the minimum passing score shall be **75**. The instructor will give each student, in writing, the requirements for each unit or course of his/her responsibility. Number grades and corresponding letter equivalencies are:

A	=	90 -100
B	=	82 – 89
C	=	75 – 81
F	=	< 75

Testing Policy

1. No cell phones allowed in testing area.
2. Nothing at desk area while testing. No purses, book bags, etc. These items will be placed against the wall at the door of the classroom.
3. Student will be required to buy their scantrons at the bookstore and they will turn in the packet to the instructor. The instructor will be responsible for passing out the scantrons prior to the test.
4. No caps or hats worn in the testing area while testing.
5. No sunglasses worn during test.
6. No writing on test booklets without faculty permission.
7. If 75% of students miss an exam question, the instructor will evaluate the validity of that question. Questions determined to be invalid will be omitted.
8. Refer to the Vernon College Handbook on violations of academic integrity and sanctions related to violations of academic integrity as listed in the Academic Integrity Policy which can be found online on the Vernon College website. This includes cheating, plagiarism, collusion, other acts designed to give an unfair academic advantage to the student.
9. A student missing an examination must contact the instructor on the FIRST day he/she returns to school. All make-up exams will be given during finals week.
10. A student will not be allowed to miss class or clinical experience and then come in later in the day to take an examination without documentation of illness, etc. and instructors approval.
11. Examination papers may be returned to the student at the instructor's discretion. The student will always be aware of his/her academic progress throughout the program. Final examinations will be retained by the College. Upon request, the student may examine the results of the final examination. The instructor will notify the student if his/her grades are low, or below scholastic standards. This communication may include:
 - A. Written and/or email notification
 - B. A scheduled conference with the instructor.

Testing/ADA Accommodations

If you request alternative testing accommodations (under the American with Disabilities Act) in the Medical Assisting Program, you must be willing to come in early or stay late on the day the test is given. If accommodations are arranged and you do not show proof of qualification for those accommodations, services will be suspended until you consult with the Coordinator of the Office for Students with Disabilities (OSD) or their designee. Completed accommodations forms must be presented to the course faculty before accommodations will be provided. Failure to present these forms will result in lack of accommodations until required forms are received from the OSD.

Clinical Assignments and Checklists

Written reports of clinical progress will be issued to the student at regular intervals throughout the period of clinical experience and will be signed by the student and the instructor. Students receiving unsatisfactory ratings must, within five days of notification, contact the instructor for counseling.

Clinical assignments will be scheduled by the clinical instructor. Clinical grades are pass/fail and all checklists for each portion of the program must be completed successfully as follows:

CCMA = successful completion of 112 clinical experience hours

Phlebotomy = successful completion of 100 venipuncture sticks and 25 capillary sticks

EKG = successfully completes 10 EKG procedures

A conference will be held between the Coordinator of Allied Health, the instructor, and the student when the student's performance has not met the expected learning objectives. Any student exhibiting unsafe practices or behaviors will be deemed clinically incompetent, receive incomplete status for the semester and, will be dismissed from the program at that time.

Medical Assisting Attendance Policy

Uninterrupted attendance is **essential** to the student's progress in learning student outcomes for the Medical Assisting Program. Due to the length of time of this program and the challenging curriculum that must be covered, there is little room for excused absence.

Classroom attendance is necessary to successfully meet the course objectives. The student will be in attendance and be punctual for lectures, meetings and clinical. Students arriving to class after roll call has been established (sign in sheets/roll call) will be considered tardy. A total of two tardy days will be considered one absence. More than two absences constitute excessive absenteeism per course during the program. After 2 absences, the student's attendance record will be reviewed by the Coordinator of Allied Health, and recommendations will be made to the Director of Continuing Education regarding the student's status in the program.

When absent from the clinical setting, the student is expected to notify the Coordinator of Allied Health, the clinical site, and their clinical instructor regarding the absence and any make up work that is required. Students must leave a voicemail message for all of the above mentioned. Students are required to notify the clinical site of absence at least 30 minutes prior to the start of their clinical. More than 2 clinical absences constitute excessive absenteeism and may result in a student's failure or dismissal from the program.

NOTE: A no call, no show during the course of your clinical experience may deem you ineligible to complete the program. Case by case situations will be evaluated; however there is no guarantee you will be allowed to continue in the program with this type of behavior.

Administrative Withdrawals

The College reserves the right to withdraw a student from the program if, in the judgment of College officials, such action is deemed to be in the best interest of the student and/or the College.

Administrative withdrawal may be implemented for:

- A. Failure to comply with policies and procedures in the clinical area which may result in danger to the patients, students, staff, or faculty (**which includes a positive drug screen**).
- B. Excessive absenteeism and tardiness (see Attendance Policy).
- C. Failure to pay registration fees.
- D. Failure to successfully complete any of the required medical assisting courses.

Student Initiated Drops & Withdrawal

Students who voluntarily drop from a course will automatically be dropped from the program. No refunds will be made after the first day of class. Should a student drop from the program prior to the spring semester beginning, funds will not be due for the remaining classes. No refunds will be given for courses already completed.

Vernon College (VC) Student Civility Policy

CIVILITY IS BEHAVIOR THAT:

1. Shows respect toward another,
2. Causes another to feel valued,
3. Contributes to mutual respect, effective communication and team collaboration.

Our primary commitment is to learn from the instructors, from each other, from the materials and from our work. We acknowledge differences amongst us in values, interests and experiences. We will assume that people are always doing the best they can, both to learn the material and to behave in socially productive ways. By sharing our views openly, listening respectfully, and responding critically to ideas, we will all learn. Most students exhibit appropriate behavior in class, but sometimes there is disagreement over the definition of “appropriate” behavior. Learning is a group activity, and the behavior of each person in class in some way or the other affects the learning outcomes of others. If we keep these thoughts and by following the rules, the classroom experience will be a much better one for everyone involved.

Professional behavior is essential at all times. This is an area of healthcare practice that reflects who you really are. It will be evaluated at all times throughout the program in class, clinical, and lab. The areas to be evaluated include but are not limited to the following performance characteristics:

- Care of property
- Good work habits
- Cooperation with instructors
- Cooperation with other students
- Cooperation with affiliating agencies and staff
- Reliability
- Communication

Student Performance Expectations/Classroom Civility

Students are expected to come to each class prepared with the assigned readings and assignments completed and ready to make valuable contributions to functional class learning. Respect for others within the classroom including fellow students and the instructor is essential. Academic incivility is defined as any action by a student or faculty member that interferes with a harmonious and cooperative learning environment. Examples of **academic incivility** and/or disrespect include but are not limited to:

- Cell phone not on vibrate or mute
- Leaving the class to take a page or phone call except in true emergency situations
- Sleeping during class
- Arriving late or leaving early
- Coming unprepared
- Not taking notes during class

- Carrying on side conversations
- Browsing the web, text messaging, playing games, etc. on laptop or cell phone
- Dominating discussions
- Belittling, taunting, or harassing comments toward other students and the instructor

Uncivil or disrespectful behavior will not be tolerated and if it occurs, the student will most likely be asked to leave the classroom. Consequences will be the identical to those given for class absence, tardiness, or leaving early.

Netiquette for the Medical Assisting Program

The online environment requires unique rules for its smooth functioning. Netiquette means the proper use of manners and civil behavior within an internet network. The internet network most often involves two areas: 1.) use of email for communication, and 2.) participation in online threaded discussions or social media. The following are guidelines for you to follow in these two areas.

1. USE OF EMAIL TO COMMUNICATE WITH INSTRUCTORS, STAFF, ADMINISTRATION, AND STUDENTS:

- Imagine your email message on a billboard.** Anything you send can be forwarded, saved and printed by people for whom it was never intended. Never send anything that will reflect badly on you or anyone else.
- Remember that company emails are company property.** Emails sent from your school account can be monitored by people besides the sender and reader, and are technically school property.
- Avoid offensive comments.** Anything obscene, libelous, offensive or racist does not belong in email, even as a joke.
- Keep your message “Cool.”** Email messages can easily be misinterpreted because we don't have the tone of voice or body language to give us further cues. Using multiple explanation points, emoticons, and words in all capital letters can be interpreted as emotional language.
- Do not “flame.”** It is never acceptable. Do not initiate an email or respond to one when you are angry. Write down your message on paper then put it aside. Review later when you may feel very differently about what has happened to you and are more able to write your email message in a respectful tone.
- Be careful about forwarding messages.** If you aren't sure if the original sender would want to forward the message, don't do it. Ask for permission to forward.
- Although **instructors try to respond as quickly as possible** to student emails, don't expect an answer right away. Email messages may be delivered quickly, but your recipient may not read it right away.
- Don't sacrifice accuracy.** Don't send sloppy, unedited email. Check spelling and grammar. An occasional spelling mistake will be overlooked by your reader. However, when your readers have to break communication to decipher a word or message, at best you'll look sloppy or illiterate. At worst, they may stop reading.
- Don't type in all CAPS.** It's perceived as YELLING. However, don't write with only small letters, as this is perceived as you being lazy, because it makes it more difficult for people to read.
- Write clear, organized messages,** with a subject line that gives enough information for the reader to file it and find it later.

2. USE OF SOCIAL MEDIA BY INSTRUCTORS, STAFF, ADMINISTRATION, AND STUDENTS:

The Medical Assisting Program supports the use of social media to reach audiences important to Vernon College such as students, prospective students, faculty and staff. Vernon College's presence or participation on social media sites is guided by college policy. This policy applies to the Medical Assisting Program students who engage in internet conversations for school-related purposes or school related activities such as interactions in or about clinical activities. **Distribution of sensitive and confidential information is protected under HIPAA and FERPA whether discussed through traditional communication channels or through social media.**

Social media is commonly thought of as a group of Internet-based applications that are built on the ideological and technological foundations of the web that allows the creation and exchange of user-generated content. Examples include but are not limited to LinkedIn, Wikipedia, Second Life, Flickr, blogs, podcasts, RSS feeds, Allnurses.com, Twitter, Facebook, YouTube, and Snapchat.

While this policy may need to be modified as new technologies and social networking tools emerge, the spirit of the policy will remain the protection of sensitive and confidential information. Social media often spans traditional boundaries between professional and personal relationships and thus takes additional vigilance to make sure that one is protecting personal, professional, and college reputations.

As students you will want to represent Vernon College and the Medical Assisting Program in a fair, accurate and legal manner while protecting the brand and reputation of the institution. When publishing information on social media sites remain cognizant that information may be public for anyone to see and can be traced back to you as an individual. Since social media typically enables two-way communications with your audience, you have less control about how materials you post will be used by others. **If you wouldn't put it on a flier, carve it into cement in the quad or want it published on the front of the Wall Street Journal, don't broadcast it via social media channels. Policy:**

- Protect confidential, sensitive, and proprietary information: Do not post confidential or proprietary information about the college, staff, students, clinical facilities, patients/clients, or others with whom one has contact in the role of a Vernon College Medical Assisting Program student.
- Respect copyright and fair use. When posting, be mindful of the copyright and intellectual property rights of others and of the college.
- Do not use Vernon College marks, such as logos and graphics, on personal social media sites. Do not use Vernon College's name to promote a product, cause, or political party or candidate.
- It is expected that during clinicals use of PDAs and other devices employed for social media will be used only as authorized by faculty. If a PDA is combined with a cell phone, it is expected that the cell phone aspect of the device is silenced.
- No personal phone conversations or texting are allowed at any time while in patient/client areas or in the classroom. If the student needs to respond to an emergency text or phone call during class, the student is asked to leave the classroom and respond as deemed necessary.
- Use of computers (PDAs, Notebooks, I Pad etc.) during class shall be restricted to note taking and classroom activities. Use otherwise is distracting for not only the student involved in the activity but those in the immediate area/vicinity.
- No student shall videotape professors or fellow students for personal or social media use without the express written permission of the faculty or fellow student. **At NO time shall patients/clients be videotaped or photographed. This is a HIPPA VIOLATION.**
- Be aware of your association with Vernon College in online social networks. If you identify yourself as a student, ensure your profile and related content is consistent with how you wish to present yourself to colleagues, clients, and potential employers. Identify your views as your own. When posting your point of view, you should neither claim nor imply you are speaking on Vernon College's behalf, unless you are authorized to do so in writing.
- **HIPPA guidelines must be followed at all times. Identifiable information concerning clients/clinical rotations must not be posted in any online forum or webpage.**
- **Ultimately, you have sole responsibility for what you post. Be smart about protecting yourself, your and others privacy, and confidential information.**

PROCEDURE/CONSIDERATIONS:

- There is no such thing as a "private" social media site. Search engines can turn up posts years after the publication date. Comments can be forwarded or copied. Archival systems save information, including deleted postings. If you feel angry or passionate about a subject, it's wise to delay posting until you are calm and clear-headed. Think twice before posting. If you are unsure about posting something or responding to a comment, ask your faculty. If you are about to publish something that makes you even the slightest bit uncertain, review the suggestions in this policy and seek guidance.
- Future employers hold you to a high standard of behavior. By identifying yourself as a Vernon College student through postings and personal web pages, you are connected to your colleagues, clinical agencies, and even clients/patients. Ensure that content associated with you is consistent with your professional goals.
- Respect your audience.
- Adhere to all applicable college privacy and confidentiality policies.
- **You are legally liable for what you post on your own site and on the sites of others. Individual bloggers have been held liable for commentary deemed to be proprietary, copyrighted, defamatory, libelous or obscene (as defined by the courts).**
- Employers are increasingly conducting Web searches on job candidates before extending offers. Be sure that what you post today will not come back to haunt you.

- Monitor comments. You can set your site so that you can review and approve comments before they appear. This allows you to respond in a timely way to comments. It also allows you to delete spam comments and to block any individuals who repeatedly post offensive or frivolous comments.
- **Don't use ethnic slurs, personal insults, obscenity, pornographic images, or engage in any conduct that would not be acceptable in the professional workplace.**
- You are responsible for regularly reviewing the terms of this policy.

CONSEQUENCES:

- **Violations of patient/client privacy with an electronic device will be subject to the Health Insurance Portability and Accountability Act (HIPAA) procedures/guidelines and consequences. Consequences of HIPAA violation may include federal charges and civil and/or criminal penalties including but not limited to:**
 - \$50,000 – 1.5 million dollar fine
 - Imprisonment for up to 10 years
- Students who share confidential or unprofessional information do so at the risk of disciplinary action including failure in a course and/or dismissal from the program.
- **Each student is legally responsible for individual postings and may be subject to liability if individual postings are found defamatory, harassing, or in violation of any other applicable law.**
- Students may also be liable if individual postings include confidential or copyrighted information.

Dress Code

All Medical Assisting students will be required to abide by a **Dress Code**. There is no official uniform required in the classroom setting. However, the Vernon College Medical Assisting Program would like to provide guidelines to help practice a professional environment at all times. Please keep the following in mind for classroom setting.

Street Clothing Guidelines:

Appropriate, well-laundered and pressed professional-looking attire is mandatory. Jeans and t-shirts are allowed providing they present no suggestive labels. The following are **NOT permitted**: Shirts with oversized armholes, fishnet or other see-through blouses or shirts, halters or tube tops, tank tops, muscle shirts, spaghetti straps, midriff styles, bicycle shorts, spandex, jogging shorts, miniskirts, or ill-repaired clothes (holes in jeans, blouses, etc).

All clinical sites utilized in Medical Assisting require the use of a uniform. Uniforms must be worn during lab time as well.

Clinical/lab Uniform Guidelines:

1. Clinical scrubs will be navy with the Vernon College patch on the left arm
2. When sitting down there can be no gap at the waist between uniform pant and top
3. When bending over or squatting down there can be no gap at the waist between the uniform pant and top
4. No cleavage can be showing, can wear a black undershirt/t-shirt; no lace camisoles, turtlenecks or mock turtlenecks are allowed
5. Uniform top must be loose fitting
6. When raising arms above your head, no gap in uniform or bare skin showing (stomach or back)
7. Clean non- skid tennis shoes. Must be close-toed, no open-back shoes, or backless with straps, no clogs or plastic "Croc" type shoes, soles must be enclosed (Nike Shox), no open "Z-coil" shoes.
8. All uniforms should be well-laundered and pressed, appropriately fit and undergarments must not be visible.
9. Appearance must be neat and clean. Students will be working in close proximity to others, proper hygiene is mandatory (this includes but not limited to showering, using deodorant, brushing teeth and hair).
10. **Identification:** Proper VERNON COLLEGE patch must be worn on the left sleeve of the uniform and lab coat. Identification picture ID badge must be worn on the left side of the chest at top pocket level the uniform or the lab coat.
11. **Jewelry:** Excessive adornments are prohibited. Allowed are a plain band (ring), a discrete watch on the arm, and no more than one pair of small ear studs (non-dangly) worn in each lower lobe. No ear gauges or spacers are allowed. Absolutely no necklaces, bracelets, or other body jewelry in the clinical area. Pins, stickers, or ribbons that promote or convey a message are prohibited. Body piercings other than ears are forbidden. (see above)

12. **Hair:** hair must be a natural hair color, clean, neatly arranged out of the face as not to create a safety hazard to the student or the patient. Hair should be off the collar and pulled back, secured in a manner that does not allow hair to fall forward during the performance of patient care. Sideburns, beards, and mustaches must be clean and neatly trimmed.
13. **Nails:** To comply with the Center for Disease Control guidelines, natural nail tips should be kept to ¼ inch in length with NO polish. Absolutely no imitation fingernails are allowed in the clinical area.
14. **Tattoos and Body Piercings:** Tattoos must be covered by appropriate clothing at all times. Tattoos must not be covered with band aids/bandages, tape, gloves, etc. If the student has a tattoo(s) that cannot be covered by clothing such as the upper neck or hands, the student must leave the tattoo uncovered. If the student gets a new tattoo that he/she is unable to cover up with clothing, the student will be dismissed from the program. Except for earrings as described above, students may not wear visible piercings or spacers. Students are not allowed to cover piercings with bandages, tape, or band-aid. Body piercings other than ears are forbidden. (see above)
15. **Make-up:** Make-up should be used in good taste and moderation. Perfumes and colognes are prohibited if performing direct patient care.
16. **Hats and caps:** Unless required in specific clinical areas (i.e., OR), no hats or caps are allowed.
17. **Other:** The Vernon College uniform and lab coat are not for street attire. Students should not be wearing the uniform while in social-type settings. The Vernon College patch and identification ID may not be worn while working for a salary. No chewing gum or use of tobacco products are allowed while in uniform. This includes the use of cigarettes, electronic cigarettes, smokeless tobacco, etc. Eating should be confined to appropriate areas. No food or drink at the nurses' station or work area.

Non-compliance with the above guidelines will result in the student being sent home from the clinical/lab area and considered absent. The student will not be allowed to return to the clinical/lab area until they are in compliance with the uniform guidelines.

Professional Conduct

As a Medical Assisting student at Vernon College you are expected to act in a professional manner at all times. You will respect the confidentiality of any information that you might acquire while engaging as a student in any health care facility. If a student should participate in any unethical, unprofessional or disruptive behavior throughout any course/clinical during the program you may be subject to dismissal from the program and/or the College.

Should you behave in any of the manners listed below, you may be subject to a probation period set by the Coordinator of Allied Health or immediate dismissal from the program.

1. Excessive amounts of absenteeism from class or clinical.
2. Chewing gum or use of tobacco products. This includes the use of cigarettes, electronic cigarettes, smokeless tobacco, etc.
3. Obscene, rude, or crude language or gestures.
4. Personal phone use while in clinical area. The faculty's phone number should be given to family in case of an emergency situation.
5. Disrespectful attitude to faculty, clinical staff, peers or patients.
6. Disruption of class or clinical. Includes making or receiving calls/text messages from a cellular telephone while in class or clinical, sleeping in class, non-class related use of electronic device.
7. Not returning from meals or breaks at the assigned time.
8. Leaving clinical area without permission. **NOTE;** Leaving the area without notifying your Instructor constitutes patient abandonment and will result in immediate dismissal.
9. Noncompliance with the notification policy due to absences or tardiness (faculty, hospital, and CE Department).
10. Failure to complete assignments or turn assignments in to instructor in a timely manner or according to assignment policy.
11. Coming to clinical/lab settings unprepared.
12. Smell of alcohol or smoke on breath or body.
13. An error in patient care.
14. Failure to comply with written or verbal instructions.
15. Failure to be at your assigned location at the scheduled time and date.

Dismissal from the Medical Assisting Program

(As listed but not limited to)

Any of the following situations will result in immediate dismissal from the program. A student dismissed for any of the following situations will not be considered for readmission:

1. Revealing confidential information.
2. Patient abandonment.
3. Cheating, collusion, plagiarism, lying or stealing. Cheating/collusion/plagiarism – cheating means intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise; collusion means the unauthorized collaboration with another person in preparing work offered for credit; plagiarism means intentionally representing the words or ideas of another as one's own in any academic exercise.
4. Performing in an unsafe manner.
5. Failure to report a medication error or patient incident.
6. Physical or verbal abuse of patients, faculty or staff.

Tobacco Policy

Vernon College Policy: The use of smokeless tobacco on all College premises or smoking of tobacco products in other than designated smoking areas is prohibited. Smoking areas are spaces at least 60 feet from building doorways.

Due to the many clinical sites used during the Medical Assisting program, it is your responsibility to know the tobacco usage policy at any site that you may attend. Failure to comply with any clinical sites' policy on tobacco may deem you ineligible to complete the program.

Guidelines for Resolving Problems

Instructors strive to create an atmosphere conducive to learning. There should be mutual respect between instructors and students. If a problem should arise, the issue can usually be resolved by direct communication between the student and the instructor. In order to facilitate the problem-solving process, it is suggested that the student take the following steps:

1. Speak with the instructor as soon as a problem or concern arises.
2. Ask questions in class.
3. Seek help from the instructor on an individual basis.
4. Do not ignore the situation, wait until the last minute, or expect someone else to take care of the problem.

Due Process/Student Grievance Procedure

Information concerning due process and the student grievance procedure may be found in the Vernon College Student Handbook online via the Vernon College website.

Clinical Policies

I. PURPOSE:

To provide guidelines for the student during clinical experience.

II. GENERAL INFORMATION:

A. During the clinical experience the student will participate in learning experiences at designated clinical sites.

This is an adult program, and there is much you can do to enhance your learning experience on an individual basis. Some suggestions are:

1. Establish good interpersonal relationships with clinical site employees.
2. Use the Library to expand your knowledge.
3. Proof of CPR certification is required.
4. Personal possessions
 - b. Please bring only absolute necessities to site.
 - c. Do not leave money or valuables lying around.

B. Hours of Clinical Experience:

1. Hours may vary per clinical site. Students must be prepared to rotate and attend times expected for individual sites.
2. Students must be prepared to travel if necessary in order to obtain all necessary rotation experiences.
3. There are no clinical weekend or evening options for the Medical Assisting Program.

C. Reporting for Clinical Experience:

1. It is your responsibility to report to your assigned site on time. On time means 10 minutes prior to the start of your shift.
2. Report for work in complete uniform, which includes personal cleanliness, uniform cleaned and neatly pressed, and college picture ID badge in place (REVIEW DRESS CODE POLICY).
3. Any written assignments should be ready prior to clinical experience. Come prepared for clinical day. Review learning objectives for the clinical rotation area and be prepared to achieve those learning objectives.

D. Breaks:

1. You may be given breaks during your scheduled shift.
2. Organize your work to allow for this break.
3. Report to your Staff nurse/Charge nurse/Office Manager.
4. Smoking, eating or drinking beverages on site is not permitted.

E. Meal Time:

1. Will be determined by your charge nurse/office manager.
2. If you are unable to leave the clinical site at your assigned time (e.g., feeding a patient), check with your charge nurse/office manager to allow for other arrangement to be made.

F. Leaving the site:

1. Students leaving the site for any reason must report to the clinical site and office manager or assistant in charge. Be sure that your whereabouts are known at all times.

G. Telephone at site:

1. You are not permitted to use the site telephone for personal calls (incoming or outgoing.)
2. Cell phones are not permitted during clinical.

H. Attendance:

1. Absence:
 - a. If you are to be absent from clinical for illness or any other reason, call your Instructor and the clinical site no later than 30 minutes prior to your shift.
 - b. After illness, a physician's documentation may be required.
2. Late Arrivals:
 - a. Students anticipating late arrivals will be expected to have called into the site or to have notified the Instructor thirty (30) minutes prior to shift.

I. Parking Facilities:

1. Students should park in those areas designated by the clinical site.

- J. Accident or Injury while in clinical:
1. In the event of an accident or injury during the clinical rotation, clinical site must be notified and contact your Instructor.
 2. An accident and/or incident report must be completed per clinical site policy.
 3. The clinical site is not responsible for any injury to the student. You are encouraged to carry your own hospitalization insurance.
- K. Illness occurring during clinical rotation:
1. Students who become ill while in clinical are to notify the Instructor.
 2. If illness is acute, the Instructor will help make arrangements for the student to go home or see his/her physician.
 3. Students are not to contact any professionals within the clinical site.
- L. Fire/Disaster Procedures:
1. Make it your responsibility to know the location of fire extinguishers and procedures at your site and to understand how they operate.
- M. Clinical Evaluation Tools:
1. Checklists will be provided for students to utilize during clinical.
 2. Clinical instructors will sign off on successful completion of the list and students must keep track of all checklists.
- N. Evaluations:
1. Timely written notification of unsatisfactory clinical performance will be given to the student by the instructor.
 2. Performance will be evaluated on a pass/fail basis and must consistently meet the identified critical clinical criteria/objectives.
- O. Privacy Policy:
1. HIPPA Laws
 - a. May not discuss or repeat information acquired in the clinical facility.
 - b. Violation of confidentiality rules or privacy laws will constitute immediate dismissal from the Medical Assisting Program.

Social Media Policy

The Medical Assisting Program supports the use of social media to reach audiences important to Vernon College such as students, prospective students, faculty and staff. Vernon College's presence or participation on social media sites is guided by college policy. This policy applies to Medical Assisting Program students who engage in internet conversations for school-related purposes or school related activities such as interactions in or about clinical and didactic course activities. **Distribution of sensitive and confidential information is protected under HIPAA and FERPA whether discussed through traditional communication channels or through social media.**

- ❖ I will protect confidential, sensitive, and proprietary information.
- ❖ I will respect copyright and fair use.
- ❖ I will not use Vernon College or Vernon College Medical Assisting Program marks, such as logos and graphics, on personal social media sites.
- ❖ I will not use Vernon College's name to promote a product, cause, or political party or candidate.
- ❖ I will not have personal phone conversations or text at any time while in patient/client areas or in the classroom.
- ❖ I will not use computers (PDAs, Notebooks, I Pad etc.) during class except for note taking and classroom activities.
- ❖ I will not videotape professors or fellow students for personal or social media use without the express written permission of the faculty or fellow student.
- ❖ I will not videotape or photograph patients/clients.
- ❖ I will not claim nor imply I am speaking on Vernon College's behalf.
- ❖ I will follow HIPPA guidelines at all times.
- ❖ I will not post identifiable information concerning clients/clinical rotations on any online forum or website.
- ❖ I will not use ethnic slurs, personal insults, obscenity, pornographic images, or engage in any conduct that would not be acceptable in the professional workplace.
- ❖ I accept sole responsibility for what I post. Be smart about protecting yourself, your and others privacy, and confidential information.

_____ Initial

Release of Information

- ❖ I am aware that a criminal background check will be performed and the results will be released to the clinical sites requesting such information.
- ❖ I am aware that a drug test may be required for some clinical sites and information from these tests may be provided to the clinical sites.
- ❖ I am aware that my social security number and/or personal information may be provided to any health care facility that is used as a clinical site for the Medical Assisting Program. I agree to this release of personal information.
- ❖ I am aware that I will be required to provide documentation of health & accident insurance information and the subsequent release of such information to the clinical sites should it be necessary.

_____ Initial

Integrity and Honor Code

Quality professional patient care requires a relationship built on trust, trust requires honesty, and honesty is the foundation of integrity.

Academic Integrity is expected of students, administration and instructors at Vernon College. Students are expected to abide by the Vernon College student code. Vernon College takes a very serious view of violations of academic integrity. As members of the academic community, the college's administration, faculty, staff, and students are dedicated to promoting integrity essential to the educational process. Inherent in this commitment is the belief that academic dishonesty in all forms violates the principles of integrity and impedes learning.

- ❖ I commit myself to acting honestly, responsibly, and above all, with honor and integrity in all areas of the Medical Assisting Program including classroom and clinical settings.
- ❖ I am accountable for all that I say and write.
- ❖ I am responsible for the academic integrity of my work.
- ❖ I pledge that I will not misrepresent my work nor give or receive unauthorized aid.
- ❖ I commit myself to behaving in a manner which demonstrates concern for the personal dignity, rights and freedoms of all members of the Vernon College community.
- ❖ I accept responsibility to maintain the Vernon College Code of Student Conduct and the Medical Assisting Program Integrity Statement.

_____ Initial

Acknowledgement of Receipt of Student Handbook for the Medical Assisting Program

- ❖ I have read and understand the Continuing Education Medical Assisting Handbook and agree to abide by the rules and regulations contained within.

_____ Initial

Student Name Print

Student Signature

Date.